

Residents Continue to Give NRH Positive Ratings

North Richland Hills residents continue to see their community as a great place to live. A recent citizen's survey found that 94% of residents rate the quality of life in North Richland Hills as excellent or good, 97% would recommend NRH to a friend or family member as a good place to live, and 99% feel safe in their neighborhood.

The city surveys residents every other year to obtain input about its services. The results of the latest survey are consistent and in some areas improved over prior survey results.

"It's gratifying to continue to see such positive results," said Mayor Oscar Trevino. "It tells us that North Richland Hills is on a solid foundation and we are continuing to move forward in the right direction."

Survey respondents gave the highest marks for public safety services:

- 100% of survey respondents who had contact with the Fire Department during the past year said the employee was courteous and 100% said the department responded promptly.
- 96% who had contact with a police officer during the past year reported that the officer was courteous and 95% said the police responded promptly;

Areas with notable improvement since the 2007 survey included the NRH Public Library, the city's web site and general customer service:

- 74% of survey respondents said they used the library in 2009, compared to 60% in 2007. (The library

moved into a new facility in 2008, which likely contributed to this increase.)

- 71.5% of library users rated library services as excellent and 25.4% rated library services as good, compared to 58% excellent and 37% good in 2007.
- 71% of residents with internet access said they visited the City's web site in 2009, compared to 60% in 2007.
- 96% of residents who visited the web site said they found the information they were looking for, a slight increase over 2007.
- Among residents who contacted the City in the past year, 96% said the employee they had contact with was courteous and helpful, compared to 90% in 2007
- 83% were satisfied with the results of their contact, compared to 73% in 2007.

"Providing great customer service is a top priority for City employees," said City Manager Mark Hindman. "I am proud of our employees and the great job they are doing."

City staff will use the survey results to identify areas where improvements can continue to be made.

The telephone survey was conducted by the University of North Texas Survey Research Center using statistically sound research standards. It has a margin of error of 4.9%.

Input from residents is always appreciated. If you have a comment, question or suggestion about City services, please call City Hall at 817-427-6000 or e-mail admin@nrhtx.com.

Welcome New Businesses

- Cooley Chiropractic** (Chiropractic Clinic)
6605 Precinct Line Road, 817-281-1995
- House of Sheek Couture** (Clothing Boutique)
7109 Boulevard 26 #1-13, 817-595-9600
- Instant Tax Service** (Tax Preparation)
6709 Mid Cities Boulevard A, 817-428-9933
- Mattress 2 Go** (Mattress Sales)
7901 Mid Cities Boulevard #198, 817-485-7555
- Pretty Kitty Coffee Company** (Coffee House)
8224 Bedford-Eules Road, 817-554-3720
- T Mobile Ltd.** (Retail Wireless)
5198 Rufe Snow Drive #105, 817-427-1300
- TCG Arena** (Indoor Soccer)
8851 Ice House Drive, 817-520-3323
- The Pool Lady** (Swimming Pool Service)
5575 Carlisle Ct. #700, 817-903-5165

**Please support local businesses.
Shop NRH first!**

Get Help With Your Tax Return at the NRH Public Library

The North Richland Hills Public Library is pleased to offer the following programs:

AARP Tax-Aide - Volunteers from AARP will be at the North Richland Hills Public Library again this year assisting people with their tax returns. The volunteers will work each Monday from 9 a.m. until 1 p.m., starting February 1 and continuing through April 12. AARP will assist anyone with their tax return, regardless of age. Appointments are required. The library is located at 9015 Grand Ave. To make an appointment please stop by the library or call 817-427-6814.

"Preparing to File Your Taxes" Program - Cathy Johnson and Bette Howell from H & R Block will host a "Preparing to File Your Taxes" program on March 4 at 7 p.m. in the Community Room at the NRH Public Library. They will be discussing changes to the tax code, exemptions that you may use, as well as fielding questions from the audience. Registration is not required. If you have any questions about this program, please call the library at 817-427-6814.

Tax Time Crime Prevention Tips

This is the time of year when accountants are very busy, but identity thieves are also just as busy. When collecting items to complete your taxes, be sure to take some precautions to help reduce your chances for identity theft.

1. Do not carry social security cards, birth certificates, or passports except when needed.
2. Never throw credit card receipts out with trash.
3. When ordering new checks, do not have them sent to your home address. Have them sent to a post office box or arrange to pick them up at your bank.
4. Shred all papers that contain personal information.
5. Carefully review your credit card statements for unauthorized use.
6. Shred pre-approved credit card offers. Don't just throw them in the recycle bin. We recommend a cross cut shredder.
7. Do not allow mail to sit in your mail box for an extended time. If possible install a locking mailbox at your residence or business to reduce mail theft, or use a post office box.
8. When paying bills by mail, do not place the envelopes in your curbside mailbox for the mail carrier to pick up. Drive to the post office to mail bills with money or checks inside, or hand them directly to your mail carrier.
9. Order your credit report once a year to check for inaccuracies or fraudulent use of your accounts.
10. Do not give out any personal information over the telephone without verification.

Report any suspicious activity to the NRH Police Department at 817-427-7000. Become an active part of your neighborhood safety by starting or joining a Neighborhood Crime Watch Program. For information about Crime Watch contact the Community Services Section at 817-427-7021.

NRH₂O Season Pass Sale

Season passes for the 2010 season are now on sale. Purchase your season pass by May 14 to receive \$5 off. By purchasing your season pass early, you'll also receive a special entertainment package with a coupon for a refillable souvenir bottle and in-park coupons, including free admission tickets for friends (available while supplies last). New this season, we have passes for every budget. For details, call 817-427-6500 or visit www.nrh2o.com. Purchase your pass by visiting the park offices which are open Monday through Friday between 9 a.m. and 5 p.m., or avoid the trip and purchase your season pass online 24/7 at www.nrh2o.com.

United States[®]
Census
2010

Make yourself count in 2010!
www.2010.census.gov

Census forms will arrive at every home in March. Please complete and return your form by April 1. By participating in the census, you will help create a better future for our community.

Upcoming Events

Spring in the Garden Seminar

Start your Spring landscape out right! Spend a Saturday morning with Landscape Horticulturalist Geoff Sherman and other speakers and learn how to prepare for our Texas growing season. Steven Chamblee, Chief Horticulturist with Chandor Gardens, will also talk about one of the horticultural jewels of North Texas. This free seminar will be **Saturday, March 6** from 9:00 a.m. to noon at the NRH Public Library, 9015 Grand Ave. To register or for more information, please call 817-427-6600.

"Think Like a Grantmaker"

This program explains how a shift in perspective can help you more successfully secure grants for non-profit organizations. Individuals are invited to bring a lunch to this informal discussion at the NRH Public Library at noon on **Wednesday, March 10**. Registration is not required. The library is located at 9015 Grand Ave. Call 817-427-6814 for more information.

Spring Break Camp NRH

Spend your spring break at the Recreation Center! Forget about homework and have some fun. Activities include arts and crafts, dodge ball, gym games and trips to the park. You will also spend one day on a field trip! Camp will be held March 15 – 19 from 7:30 a.m. to 6 p.m. The cost is \$95 per camper. Camp is for children ages 6 to 12. Space is limited so register early! For more information contact the Recreation Center at 817-427-6600.

Guinness Record-Breaker at NRH Library

On March 15 and 16, David Slick will be at the NRH Public Library to attempt to break 14 Guinness World Records. He will be going for the record in a variety of areas including smashing the most eggs with his head in one minute, popping the most balloons in one minute, and holding the most playing cards in one hand. Mr. Slick will also be giving advice to aspiring record-breakers on his experiences, and providing some hands-on opportunities to try out some of the activities. Mr. Slick set the world 3-ball juggling record at the library in June 2009, when he juggled for over 12 hours.

Easter in the Park

Hop on out and join us on Saturday, March 27 for North Richland Hills' Annual Easter in the Park celebration. This event is scheduled from 10 a.m. to noon at Green Valley Park, 7701 Smithfield Road. Activities will include an Easter egg hunt with over 25,000 eggs and prizes, a visit by the Easter bunny, bounce houses, train rides, a petting zoo, and performances by local dance groups. The Easter egg hunt will begin promptly at 10 a.m., so don't be late. There will also be a photo opportunity with a beautiful scene that makes the perfect backdrop for your family portraits, so don't forget to bring your camera! For more details, call the NRH Recreation Center at 817-427-6600.